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Compliance Hotline

Type:

<http://157.21.29.163/Compliance/>
and click on Hotline.

EVMS Medical Group Compliance concerns may also be sent to the EVMS Medical Group Compliance Office via phone, mail or e-mail.

Interpreter Services During the Pandemic

Healthcare providers are required by federal law to provide professional interpreter services to our patients at no cost to them. This is for both patients with Limited English Proficiency (LEP) and for those who are hard of hearing or deaf. Failure to do so can be viewed as discrimination and our organization can face penalties as well as lawsuits which are generally not covered under malpractice insurance. More importantly, this is a critical service we must provide to our patients to ensure that we are offering them the opportunity to be fully involved in their care and understand the services that are being provided and the information that is being conveyed.

Almost all of our clinical departments are currently enrolled with Language Line interpreter services however few are enrolled in the video translation module that allows of American Sign Language (ASL) translation over audio visual. We strongly recommend, especially during the current pandemic, that all departments register for this service both to provide great care to our patients and so that we may minimize the number of outside individuals coming in to our practices during this time. Prior to the pandemic most ASL interpretation was done through hired professionals presenting to the office for the appointment with the exception of EVMS ENT, who has been using the video service through Language Line. Note also that our current COVID-19 protocols do allow guests or caregivers who are present to provide assistance to the patient during their visit.

Last, please consider how you are providing translation services to your patients during this time. If there are challenges please notify the Compliance Office so that we may share with the group any solutions that have been put in place.

Contact Us

EVMS Medical Group Compliance Office

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Link to Policies & Forms:

http://www.evms.edu/patient_care/compliance_program/

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Compliance "Listserv"

Send an email to browerl@evms.edu to request to be added to the EVMS Medical Group Compliance "Listserv". Once you are subscribed, you will receive newsletters, information and training opportunity announcements directly.

Updated and Extended Carrier Policies Relating to COVID-19 and Telehealth

Many carrier policies and flexibilities released as a response to COVID-19 were set to expire in May and June. As we have moved from Spring into Summer all of those policies have been extended. A summary of those extensions includes the following:

- Aetna: Extended through August 4, 2020. Aetna is also now following Medicare's lead and paying codes 99441-99443 at the same rate as codes 99212-99214.
- Anthem: Extended through September 30, 2020.
- Cigna: Extended through "at least" July 31, 2020.
- Optima: Extended through July 31, 2020.
- United Healthcare: Extended through 9/30/2020.
- Medicare, Tricare, Virginia Medicaid, & Virginia Premier: All end dates are determined by the declaration and extension of the Public Health Emergency by the Secretary of the Department of Health and Human Services. The current expiration is 7/25/20 and per an AAMC call today, DHHS has noted that the PHE will be extended however official word will not be received until closer to the current expiration. An extension will add another 90 days moving the date of expiration into October.

In general most experts and professional associations such as the AAMC anticipate that these policies will continue for the immediate future (through 2021) if not indefinitely. The AAMC and many other professional associations have joined in writing letters to CMS requesting permanent telehealth expansion and have noted that CMS seems very open to the possibility at this time. All updates will be communicated as available in writing and verified.

e-PHI Security Tip

To the extent possible printing documents should be limited to those that are absolutely essential to performing one's job function, especially when the document contains PHI. If only one or two pages are needed, take the time to select and print only those pages. In addition to saving paper, we are limiting the amount of PHI that can be improperly disposed of or lost.

Lunch Discussion Session July

**We will “see” you in August at our regularly scheduled time via
Blue Jeans.**